

MEMORANDUM

SUBJECT: Request for Clearance for the Pollution Prevention Clearinghouse Under EPA ICR No. 1711.05, OMB No. 2090-0019, Voluntary Customer Service Satisfaction Survey

FROM: Beth Anderson, Task Order Project Officer
Pollution Prevention Information Clearinghouse
Pollution Prevention Division (7409M)

THRU: Patricia A. Bonner
EPA Customer Service Program Director (1807T)

Spencer Clark, ICR Desk Officer
Office of Environmental Information (2822T)

TO: Desk Officer for EPA
Office of Management & Budget

The Pollution Prevention Division (PPD) of the EPA is requesting approval to resubmit the voluntary Pollution Prevention Information Clearinghouse (PPIC) Customer Survey on the PPIC website. The PPIC is a free information service of the U.S. EPA that began in 1990, dedicated to reducing and eliminating industrial pollutants through technology transfer, source reduction, education and public awareness. No changes will be made to the questions that were approved by OMB.

Estimated Burden

In 2007 there were 100 respondents for the PPIC customer survey and the same amount is expected for 2008. Public reporting burden for this collection of information is estimated to average 2 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information.

Based upon these figures, PPIC estimates that the respondent burden is as follows:

PPIC Customer Survey

| | |
|-----------------------------------|--------------------|
| Number of expected respondents | 100 |
| Minutes per survey completed | 2 |
| Total burden time per year | 200 minutes |

The purpose of the customer satisfaction survey is to obtain feedback from customers and stakeholders for planning and performance measurement in order to improve customer services. PPIC will summarize the responses and make appropriate

recommendations for action and possible future work areas. The resources invested in acting upon the findings will vary depending upon the results of the analysis.

If you have any questions or concerns about this request, please contact Beth Anderson, at 202-564-8833.